

Charlotte Engle 190 14th St NW 30318
4-873-6712

KATRICE T. HATTEN

1328 Boulevard Lorraine, SW
Atlanta, Georgia 30311
404.326.1166
Katrice.Hatten@comcast.com

public

PROFESSIONAL PROFILE

Experienced professional with a proven track record in management, training, social marketing and event planning at national and international levels. Creative problem solver with impeccable oral and written communication skills. Persuasive communicator with well-developed presentation and negotiation skills. Solid background in developing, planning, training and executing sales and marketing plans. Hands on manager with exceptional negotiation skills. Ability to develop and maintain relationships and partnerships with colleagues, clients and staff at all organizational levels. Extremely high level of analytical ability. Strong team leader with extensive experience coaching and developing successful sales professionals.

EXPERIENCE

SPHERION/AT&T, Atlanta, Georgia

2003 – 2008

Sales Manager, AT&T Small Business Services

Manage sales and market development activities while ensuring a healthy relationship between the "Client" AT&T and Spherion. Generate significant amounts of revenue through planning, joint customer contacts, training and motivating activities. Average 113% of annual sales goal year to date for 2007.

- Work closely with various departments including product marketing, finance, customer service, legal, order reporting, and billing to help develop new programs, methods and procedures that impacted the Atlanta Telesales branch.
- Responsible for hiring, training and coaching account executives to meet and exceed corporate goals and AT&T and Spherion objectives.
- Serve as in-house point of contact for many projects, training, and corporate initiatives involving Siebel, CRM and other web-based applications that are corporate resources.
- Conducted peer training and development programs for new managers and continuing education for tenured staff.

GENERAL MOTORS CORPORATION, Atlanta, Georgia

1998-2002

Production Supervisor, Doraville Assembly Plant

Supervised up to 70 employees in a fast-paced automobile production facility. Consistently surpassed corporate and divisional safety, production and quality goals. Selected as a peer trainer for leadership and group development initiatives.

- Comply with terms of local and national labor agreements.
- Developed and managed peer training initiatives for the implementation of ISO 9000 and ISO 140001.
- Extensive knowledge of quality control procedures, problem solving and quality systems.
- Managed staffs in Body, Paint, Chassis, Trim, Final Process and Quality
- Proven leadership and success with gap closure initiatives that resulted in impeccable first time quality.

GOODWORKS INTERNATIONAL, LLC, Atlanta, Georgia

1998

Program Manager, National Summit on Africa

Managed logistics for international conference focused economic development and public health issues on the African continent. Collaborated with world leaders, media, public policy organizations, academicians and corporations relative to sponsorship, participation and documentation of a weeklong conference.

- Reviewed and edited speeches and letters for public and elected officials.
- Trained regional managers on best practices and standard operating procedures to utilize in other regional conferences.

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MCI TELECOMMUNICATIONS, CORPORATION, Atlanta, Georgia 1995 – 1998

Sales Supervisor, Mid Markets

Recruited, coached, developed and trained a sales force of up to 20 inside sales professionals in a telesales center.

- Selected as an associate in an exclusive management-training program.
- Analyzed performance trends as well as recommended and implemented actions for improvement.
- Consistently met and exceeded corporate and divisional sales goals.

THE KING CENTER, Atlanta, Georgia

1993 - 1996

Training and Program Coordinator, Community Empowerment Initiative

Supported managers of technical assistance and training; community economic development; and marketing on projects related to a collaborative agreement established between The Martin Luther King, Jr. Center for Nonviolent Social Change and the U.S. Department of Housing and Urban Development.

- Developed and planned training sessions related to equal housing initiatives, credit counseling and the Community Reinvestment Act (CRA).
- Designed and edited training and marketing materials.
- Conducted research for grants and proposals and publications.
- Trained, coordinated and managed volunteers and media consultants for annual King Holiday Observances and the Summer Workshop on Nonviolence.
- Organized fundraisers and outreach programs.

CERTIFICATIONS

Kingian Nonviolence, 1995

Fundamentals of Conflict Reconciliation.

Principles of Positive Leadership, 1996

Certified Supervisor

Supervisors Offering Line Development (S.O.L.D), 1997

Certified Supervisor

Effective Diversity Management, 1997

Certified Supervisor

Coaching for Productive Results, 1997

Certified Supervisor

Group Development, 1998

Certified Trainer and Facilitator

EDUCATION

Morris Brown College, Atlanta, Georgia

Undergraduate coursework.

Paralegal Studies 1991 – 1992

Atlanta Metropolitan College, Atlanta, Georgia

Undergraduate coursework.

Political Science. 1996-1997

RCS# 2782
2/16/09
3:57 PM

Atlanta City Council

REGULAR SESSION

MULTIPLE

09-C-0115, 09-C-0116, 09-C-0118, 09-C-0121
09-C-0192
CONFIRM

YEAS: 14
NAYS: 0
ABSTENTIONS: 0
NOT VOTING: 1
EXCUSED: 1
ABSENT 0

Y Smith	Y Archibong	Y Moore	Y Mitchell
Y Hall	Y Fauver	Y Martin	Y Norwood
E Young	Y Shook	Y Maddox	Y Willis
Y Winslow	Y Muller	Y Sheperd	NV Borders

MULTIPLE



CITY OF ATLANTA

Shirley Franklin
Mayor

Office of the Mayor
55 Trinity Avenue, SW
Suite 2400
Atlanta, Georgia 30303
404-330-6100

Greg Pridgeon
Chief of Staff

December 18, 2008

President Lisa Borders and
Members of the Atlanta City Council
City Hall, Suite 2900 South
68 Mitchell, SW
Atlanta, GA 30303

RE: People TV Board of Directors Appointment

Dear President Borders and Members of the Council:

It is a pleasure for me to appoint Katrice Hatten to serve as a member of the People TV Board of Directors for the City of Atlanta. This appointment is for a term of two (2) years.

I am confident that Ms. Hatten will serve the People TV Board of Directors with integrity and dedication.

Sincerely,

A handwritten signature in black ink, appearing to read "Shirley Franklin", written over the printed name.

Shirley Franklin

09-C-0118

(Do Not Write Above This Line)

A COMMUNICATION BY

MAYOR SHIRLEY FRANKLIN:

A COMMUNICATION
APPOINTING MS. KATRICE
HATTEN TO SERVE AS A
MEMBER OF THE PEOPLE TV
BOARD OF DIRECTORS. THIS
APPOINTMENT IS FOR A
TERM OF 2 (TWO) YEARS.

CONFIRMED

First Reading

Committee _____
Date _____
Chair _____
Referred To _____

CC Committee

Date

2/16/05

Chair

Shirley Franklin

Fav, Adv, Hold (see rev. side)

Other

Members

Action

Fav, Adv, Hold (see rev. side)

Other

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FINAL COUNCIL ACTION

☐ 2nd ☐ 1st & 2nd ☐ 3rd

☐ Consent ☐ V Vote ☐ RC Vote

CERTIFIED

CERTIFIED

FEB 16 2005

Shirley Franklin
COUNCIL PRESIDENT

FEB 23 2005

Shirley Franklin
MAYOR'S ACTION